Four ways to verify your bank account information

To set up your electronic funds transfer, we need to verify that you own the bank account that you will use to transfer funds. There are four easy ways to provide the information we need.

1. Void paper cheque

Scan or photograph a cheque from the banking account you will use to fund your account.

- 1. Scan or photo must clearly show the full cheque.
- 2. Display your name and account number clearly in the image.
- 3. Ensure that the image clearly indicates that it is US, if you are transferring from a US account
- 4. Write "VOID" over the front of your cheque (without obscuring account details).
- 5. Upload the image as a PDF, JPG, PNG, BMP, GIF or TIFF.

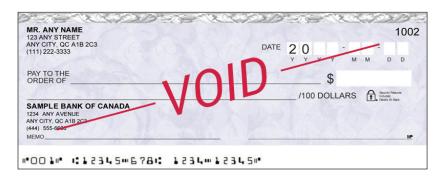
We cannot accept:

- Screenshot or photo of a cheque in online banking.
- A draft or other type of cheque that does not clearly show your name and account number.

When photographing ID documents, you can avoid delays by ensuring your photographs are clear: not blurry, and not too dark. The information on your cheque or equivalent should be clearly visible.

2. Void cheque from online banking

Some banks and credit unions offer the option to download an electronic void cheque from online banking.



- 1. Log in to online banking and access the electronic version of your void cheque.
- Ensure it shows your name and account information.
- Ensure that it clearly indicates US if you want to transfer funds from a US account.
- Save the downloaded PDF to your computer or mobile device.
- Upload it to our site.

We cannot accept:

- Photos or scans of electronic void cheques.
- Electronic void cheques that do not display your name and account number.

Documents downloaded from online banking to your mobile device as PDFs may save to your phone's library or iBooks, and may not automatically save to the same location as images.

3. Direct Deposit form from online banking

Clients of some institutions, such as BNS, Desjardins, RBC, Tangerine, TD, Scotiabank and Simplii Financial can download a prepopulated Direct Deposit form from online banking.



- 1. Log in to online banking and access the Direct Deposit form PDF.
- 2. Ensure it shows your name and account information.
- 3. Ensure that it clearly indicates US if you want to transfer funds from a US account.
- 4. Save the downloaded PDF to your computer or mobile device.
- 5. Upload it to our site.

We cannot accept:

- A picture or screenshot of the form.
- A print and rescan of the file (regulators require us to only accept a saved copy of the downloaded file).

4. Direct Deposit form from bank or credit union branch

If you do not have a cheque and your bank or credit union doesn't offer a downloadable Direct Deposit form, you can request one from your local branch.



- 1. Visit a branch and ask for a Direct Deposit form.
- 2. Ensure it shows your name and account details.
- 3. Ensure that it clearly indicates US if you want to transfer funds from a US account.
- 4. Request that it be stamped with the branch's stamp.
- 5. Upload a scanned copy to our site.

We cannot accept:

- A form that has not been stamped by the branch.
- A form that does not include your name and account information.

If you are unable to provide a void cheque or Direct Deposit form, please contact us for assistance submitting your information.